

Mankind continuously strives for something better, as evidenced by the variety of self-help manuals on the market today.

Experts profess to know how to manage our lives better. They advise better eating habits, provide new ways to achieve more exercise, lower our cholesterol levels, and increase our productivity.

There are even self-help books on how to maintain a stress-free life.

But is it realistic--or even beneficial--to strive for a life free of stress?

In comparing life to mechanical architecture, we find that most structures are designed with stress in mind. For example, the more stress put on a weight-bearing bridge, the stronger it actually becomes.

So, while attempting to eliminate stress from one's life may not be realistic or even healthy, we can expect improvement in coping with life's stressors if we apply Performance Triad principles.

The Army's comprehensive plan to strengthen our readiness and increase resilience is called the Performance Triad. The triad promotes engaging in activity, improving nutrition, and getting quality sleep.

Sleep...

Applying any of three pillars of the Performance Triad can result in stress management, but quality sleep is especially important to mental fitness.

Achieving adequate sleep is an immediate intervention that can yield optimal mental function.

Recent studies have shown that military personnel who do not achieve adequate sleep are at higher risk for being overly aggressive and showing poor judgment, which is obviously not conducive to maximal functioning.

A person needs 6-8 hours of sleep every night in order to be optimally functional, according to a recent study led by Dr. Vincent Mysliwiec, MD, of Madigan Army Medical Center in Tacoma, Washington.

For many people, a major source of stress is the inability to concentrate on tasks, especially for those engaged in college classes and continuing education for their jobs.

Adequate sleep actually helps us to learn by preparing our brain for initial formation of memories, according to a recent article published by The National Institute of Health.

Adequate sleep obtained after learning is essential to help save and cement the new information into healthy memories to be used later, according to the article. It further states that people who engage in "all-nighters" to study for tests, etc., actually harm their ability to recall information and learn new material.

The lack of sleep has been shown to affect the part of the brain called the hippocampus, which is instrumental in forming new memories.

So, obtaining adequate sleep not only helps us function well physically, but it also contributes to our mental health wellness.

The bottom line is that following Performance Triad guidance can lead to a better quality of life.

Life is busy and demanding. Since stress cannot be avoided, we might as well become optimally fit to handle life's stress.

We care about your total health and wellbeing here at General Leonard Wood Army Community Hospital—that's why we do what we do.

If you're having difficulties with sleep, make an appointment with your PCM today by calling (866) 299-4234, by using TRICARE Online's "Calendar View," or by using "Secure Messaging" at <https://app.relathealth.com>.

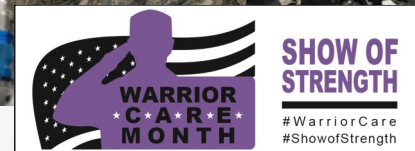
For more healthy tips to achieve stress fitness, visit <http://phc.amedd.army.mil/topics/healthyliving/sleep/Pages/default.aspx>.

(Editor's note: Maj. Richard Sonnier is a psychiatric nurse practitioner at General Leonard Wood Army Community Hospital)



Nov. 25, 2014

Leonard Wood Medical Home Ozark Family-Centered Medical Home



Recovery, Reconditioning,
Reintegration, Remaining Strong

Fort Leonard Wood Warrior Care Month Video Series

<http://Facebook.com/GLWACH>



Quick help reference:

- TRICARE Nurse Advice Line (24/7/365): 1-800-TRICARE (874-2273), option 1
- Appointment Line: 1-866-299-4234, open 7 a.m. to 4:30 p.m., M-F
- Visit our patient representative located in room 123 near the info desk
- TRICARE/UHC face-to-face Vendor Visit: 1st Thurs. near the main pharmacy
- Visit our Information Desk for general help and clinic directions
- Enroll for healthcare here: 1-877-988-WEST (988-9378)
- TRICARE Online <http://tricareonline.com> and
 - ⇒ Book an appointment online with your PCM using "calendar view"
 - ⇒ Order prescription refills online
 - ⇒ Online Lab and biopsy test results
- RelayHealth: <https://app.relayhealth.com>
 - ⇒ Use Secure Messaging to communicate with your PCM
- Call the Western Region UHC toll-free at 1-877-988-WEST (1-877-988-9378)
- Visit <http://facebook.com/glwach> and <http://GLWACH.AMEDD.army.mil> for recent local and worldwide Army Medicine news and information



Warrior Care Month Video Series

By John Brooks, General Leonard Wood Army Community Hospital

Fort Leonard Wood, Mo. -- A four-part video series shows the strength of a local boy from Licking, Missouri, who flew through the ranks to great heights as a Chief Warrant Officer 5, and successfully transitioned back to duty flying choppers after an injury brought him down.

CW5 Roby Sisk, a personnel recovery officer and Blackhawk pilot with the Missouri Army National Guard, shares the keys to his personal recovery, reconditioning, reintegration, and how to remain strong--showing strength through resilience.

The short videos are being uploaded, one each week, throughout November to the General Leonard Wood Army Community Hospital Facebook page at <http://facebook.com/glwach>.

"How do we stay alive?" Sisk asks.

"As the personnel recovery officer for the brigade," Sisk said, "if a guy gets shot down and they are in hostile territory, my job is to work to secure them and get them back, by working with the (available) assets."

When Sisk was injured, the Army's WTU team worked for nearly a year to help him secure flying status and return to duty again.

(Editor's note: John Brooks is the Marketing and Public Affairs Officer at General Leonard Wood Army Community Hospital)



Get your health care at GLWACH

Are you a military RETIREE under age 65 paying co-pays for appointments & prescriptions?

- Get enrolled at General Leonard Wood Army Community Hospital: call TRICARE/UHC at 1-877-988-9378.

Over 65?

- Call Diane at 573-596-0462

Are you a VETERAN enrolled at Truman VA but want local care at GLWACH?

- Talk to your healthcare provider at Truman VA about the care and services available to you right here at Fort Leonard Wood.

Got Feedback?

- Our Hospital Commander, Col. Peter Nielsen, hosts our monthly hospital "Healthcare Consortium" town-hall-type meeting on the 2nd Tuesday of each month at 2:30 p.m. in the GLWACH "MEDDAC Classroom," and he also speaks & answers questions at Fort Leonard Wood's monthly town-hall-type community information meeting held at the USO on the last Tuesday of each month at 10:30 a.m. Everyone is invited!

Questions?

- Call our Patient Representative at 573-596-0418.

Return to the Army Team!

- Team-based health care, cutting edge technology, continuous and convenient communications. Enrollment is open at both the Leonard Wood Medical Home, located within the main hospital, as well as at the Ozark Family-Centered Medical Home.



TRICARE Pharmacy Home Delivery!

TRICARE Pharmacy Home Delivery is the least expensive way to fill prescriptions, other than by getting them filled at your military pharmacy.

With TRICARE Pharmacy Home Delivery, you can get up to a 90-day prescription for most drugs at the following costs:

- Generic: \$0
- Brand name: \$13
- Non-formulary: \$43 (unless you get medical necessity)
- Home Delivery Advantages
- It's safe and easy to use
- Request refills by mail, phone, or online
- Recommended for prescriptions you take regularly
- You can even use it when you're traveling or if you move



If you're using TRICARE For Life you may be required to fill your prescriptions via home delivery through the TRICARE For Life Pharmacy Pilot.

Do you have other health insurance with a pharmacy benefit? You can't use home delivery unless your prescription isn't covered by your other plan, or you've reached the dollar limit of your other plan. Call 877-988-WEST for more information.



Enroll to become a patient here

Enrollment is open for TRICARE Prime (active duty, family members, retirees) and TRICARE Plus (65+) at General Leonard Wood Army Community Hospital and at the Ozark Family-Centered Medical Home clinic.

Cost — No appointment or prescription co-pays!

Convenience — Nurse Advice Line (NAL), eICU,

- 3 full-service pharmacies, online prescription ordering,
- "Calendar View" exclusive online appointment booking with your PCM,
- Secure Messaging with your PCM Team, online lab and biopsy results, and MUCH MORE

Continuity of Care — Team: 92%, PCM: 60%, 100% with "Calendar View"

Don't miss your opportunity to enroll. Call our local TRICARE Beneficiary Services & Education Representative at 913-364-2041, the Western Region United Healthcare toll-free phone number at 877-988-WEST (877-988-9378), or call our Enrollment Support Team Hotline here at 573-596-0727 for help.



facebook.com/GLWACH



How to dispose of Medicines Properly

DON'T: Flush expired or unwanted prescription and over-the-counter drugs down the toilet or drain unless the label or accompanying patient information specifically instructs you to do so.

DO: Return unwanted or expired prescription and over-the-counter drugs to a drug take-back program or follow the steps for household disposal below.

1ST CHOICE: DRUG TAKE-BACK EVENTS

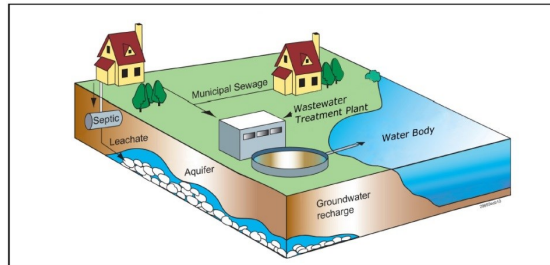
To dispose of prescription and over-the-counter drugs, call your city or county government's household trash and recycling service and ask if a drug take-back program is available in your community. Some counties hold household hazardous waste collection days, where prescription and over-the-counter drugs are accepted at a central location for proper disposal.

2ND CHOICE: HOUSEHOLD DISPOSAL STEPS

1. Take your prescription drugs out of their original containers.
3. Put the mixture into a disposable container with a lid, such as an empty margarine tub, or into a sealable bag.
2. Mix drugs with an undesirable substance, such as cat litter or used coffee grounds.
4. Conceal or remove any personal information, including Rx number, on the empty containers by covering it with permanent marker or duct tape, or by scratching it off.
5. The sealed container with the drug mixture, and the empty drug containers, can now be placed in the trash.

How Proper Disposal of Medicines Protects You and the Earth:

- Prevents poisoning of children and pets.
- Deters misuse by teenagers and adults.
- Avoids health problems from accidentally taking the wrong medicine, too much of the same medicine, or a medicine that is too old to work well.
- Keeps medicines from entering streams and rivers when poured down the drain or flushed down the toilet.



How Improper Disposal of Medicines May End Up in Our Drinking Water Sources:

In homes that use septic tanks, prescription and over-the-counter drugs flushed down the toilet can leach into the ground and seep into ground water.

In cities and towns where residences are connected to wastewater treatment plants, prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the treatment system and enter rivers and lakes. They may flow downstream to serve as sources for community drinking water supplies. Water treatment plants are generally not equipped to routinely remove medicines.

For more information, go to www.epa.gov/ppcp/ or call the Safe Drinking Water Hotline at 800-426-4791.



Hospital commander explains VA Sharing Agreement



A 10-minute radio spot, linked as a recorded PODCAST on www.Facebook.com/GLWACH, was recorded with the General Leonard Wood Army Community Hospital Commander, by KJPW's Gary Knehans, and broadcasted on KJPW and its affiliate stations recently.

GLWACH Commander, Col. Peter Nielsen, had a lot to say about new developments in this agreement intended to benefit both local veterans and current GLWACH beneficiaries.

Plans currently underway involve local Veterans assigned to two other Missouri VA hospitals as well.

Once approved by the Harry S. Truman Memorial Veterans Hospital, veterans who live near Fort Leonard Wood may forego the two-hour trip to Columbia and receive VA-approved care here. Veterans should contact your Truman VA care team for more information.



Approved VA healthcare available at GLWACH

Veterans living in the Fort Leonard Wood vicinity may now receive medical care at the General Leonard Wood Army Community Hospital and spare the commute to Columbia, Missouri, for Veterans Affairs approved treatments.

Under an agreement, signed Sept. 8, between the General Leonard Wood Army Community Hospital and the Harry S. Truman Memorial Veterans Hospital, inpatient and some outpatient care is authorized at the Fort Leonard Wood hospital, including surgery.



"The new agreement will allow us to enhance access to certain specialty care services for many veterans in that portion of our service area. We are excited about our expanded relationship with the Department of Defense," said Wade Vlosich, director of the Harry S. Truman Memorial Veterans Memorial Hospital.

Currently, veterans who live in and around Phelps, Pulaski, Texas, Camden, Dallas, Dent, Laclede and Miller counties must make a nearly two-hour drive, depending on their residence, for VA patient care.



"Our veterans deserve excellent care closer to their homes and Family," said Col. Peter Nielsen, GLWACH commander. "While primary care enrollment is fundamental, our

goal is to fully engage the hospital's capability and capacity, including specialty and inpatient services, to effectively improve the health of all beneficiaries."

"Making approved care available to veterans here also provides enhanced wartime clinical skills for the Fort Leonard Wood hospital staff and its medical team," Nielsen said. "The agreement will better serve the medical needs of patients at both facilities."

October 16, 2014

What You Need to Know about Ebola

The 2014 Ebola epidemic is the largest in history

This outbreak is affecting multiple countries in West Africa. One imported case and associated locally acquired cases in healthcare workers have been reported in the United States.

CDC and its partners are taking precautions to prevent the further spread of Ebola within the United States.

A person infected with Ebola can't spread the disease until symptoms appear

The time from exposure to when signs or symptoms of the disease appear (the incubation period) is 2 to 21 days, but the average time is 8 to 10 days. Signs of Ebola include fever and symptoms like severe headache, muscle pain, vomiting, diarrhea, stomach pain, or unexplained bleeding or bruising.

Ebola is spread through direct contact with blood and body fluids

Ebola is spread through direct contact (through broken skin or through your eyes, nose, or mouth) with

- Blood and body fluids (like urine, feces, saliva, vomit, sweat, and semen) of a person who is sick with Ebola.
- Objects (like needles) that have been contaminated with the blood or body fluids of a person sick with Ebola.

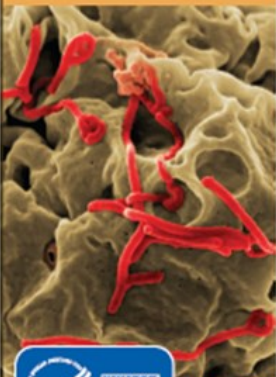
Ebola is **not** spread through the air, water, or food.

Protect yourself against Ebola

There is no FDA-approved vaccine available for Ebola. Experimental vaccines and treatments for Ebola are under development, but they have not yet been fully tested for safety or effectiveness.

To protect yourself from Ebola

- DO wash your hands often with soap and water or use an alcohol-based hand sanitizer.
- Do **NOT** touch the blood or body fluids (like urine, feces, saliva, vomit, sweat, and semen) of people who are sick.
- Do **NOT** handle items that may have come in contact with a sick person's blood or body fluids, like clothes, bedding, needles, or medical equipment.
- Do **NOT** touch the body of someone who has died of Ebola.



Centers for Disease Control and Prevention
Office of the Director

CDC/13076

24/7 Army Medicine Ebola Information Line: 1-800-984-8523; DSN 421-3700

Ebola Virus Disease (EVD) eResources Page available via the AMEDD Virtual Library (AVL) categories include: links to News & Announcements; General Reference/Overview; Databases, Websites & Portals; eJournals; Training & Education; and Associations/ Government/Organizations:
<https://medlinet.amedd.army.mil/evd.htm>

United States Africa Command Preventing and Understanding Ebola webpage:
<http://www.aficom.mil/preventing-and-understanding-ebola>

World Health Organization (WHO) Ebola Virus Disease:
<http://www.who.int/csr/disease/ebola/en/>

http://www.cdc.gov/vhf/ebola/index.html?s_cid=cdc_homepage_feature_001

US Army Public Health Command's Ebola Virus Disease webpage:
<http://phc.amedd.army.mil/topics/discond/diseases/Pages/EbolaVirusDisease.aspx>



Enterovirus update: no cases reported on FLW

By Bruce Russell, General Leonard Wood Army Community Hospital

Respiratory illnesses are very common this time of year. The Centers for Disease Control and Prevention, or CDC, reports a serious increase of a virus known as Enterovirus 68 or EV D68.

General Leonard Wood Army Community Hospital has not identified any Enterovirus cases on Fort Leonard Wood, although there have been some cases in Missouri.

As of Sept. 27, the CDC reported 277 cases across the United States.

Since finding out about these first cases, the GLWACH staff has aggressively reviewed CDC guidance, while establishing processes to monitor, track, treat and establish protocols for testing any suspected cases.

The virus' initial symptoms present like a normal cold. Infants, children and teenagers seem to develop more serious symptoms with the virus -- especially those with asthma. Health-care professionals highly recommend that they regularly take all prescribed medication for asthma control and receive their influenza vaccination.

The CDC is actively investigating some patients in Colorado who have unexplained weakness in their arms and/or legs. Some of these patients have also tested positive for the Enterovirus. Currently, there is no known connection between the virus and these new symptoms.

There is no vaccine to prevent the spread of the Enterovirus, so preventive precautions are of the utmost importance.

Hand washing, coughing and sneezing etiquette are critical. This virus, like all respiratory viruses, is routinely spread through person-to-person contact. Proper and regular hand washing is the number-one way to prevent spreading this illness.

Coughing and sneezing creates small droplets that can float in the air for 3 to 6 feet, so it is very important to cover your mouth when you cough or sneeze. You can cover a cough or sneeze with a tissue or by using the bend of your arm.

Additionally, frequent cleaning of shared surfaces like tables, counters, phones, keyboards, etc. will also help prevent the spread.

Parents with children having moderate flu-like symptoms should call for an appointment and bring their child in to be seen by their primary care provider. If children develop any unexplained leg or arm weakness they should also contact their primary care provider. Children with severe symptoms (respiratory or limb weakness) should be seen immediately by going to the emergency room or calling 911.

GLWACH works closely with the State and Pulaski County Health Departments to monitor all communicable and reportable diseases. This partnership allows for immediate communication and up-to-date information to assist in the prevention and treatment of a new diseases or disease outbreaks.

The post hospital will update the current guidance and recommendations, based on the latest CDC guidance. Our beneficiaries play a major role in the prevention and elimination of the spread of diseases, so our goal is to always provide the most up-to-date information.

(Editor's note: Bruce Russell is a public health administrative officer at General Leonard Wood Army Community Hospital)



Pay attention for suicide prevention

Vigilant attention in our observations and interactions with others is key to preventing suicide.

Caring for each other, knowing the clues, and taking action to help, can make all the difference.

Many of the suicide prevention efforts currently practiced place a serious burden on those who know the person at risk of suicide. One of the ongoing concerns of those efforts is that they don't necessarily result in the person at risk asking for help or divulging his or her need for assistance.

Ask direct questions

Caring, asking questions, and encouraging the person to talk can help. If in the course of that conversation we get the sense that the person is at risk for suicide, ask direct questions.

- "Are you thinking about killing yourself?"
- "Are you thinking about ending your life?"
- "Is suicide what you are considering?"

These are never easy questions to ask. Yet, we know that most of the time people will answer honestly.

We've already placed ourselves in a position of trust with that person and we've also freed them up to talk openly about suicide. Those two points create an environment in which a person feels heard, respected and safe.

Take Action

Make sure the person at risk gets help. This may mean escorting the person to the emergency room, to Behavioral Health, or to see the chaplain. The key point is to not leave the person alone or shrug it off as somebody else's responsibility.

We all have the responsibility to assist one another when suicide is part of the discussion. The Behavioral Health Service Line is available on a walk-in basis Monday-Friday from 7:30 a.m. to 4:30 p.m. in room 63 at General Leonard Wood Army Community Hospital. These services are also available 24/7 at the GLWACH emergency room.

The on-call duty chaplain can be reached by calling the Fort Leonard Wood Emergency Operations Center at 573-563-6126. The Military Crisis Line is also a 24/7 resource at 800-273-TALK (8255).

Visible clues

Experiencing some type of loss is an indicator that can take many different forms. Problems in a relationship, a breakup, a service member facing disciplinary action under the Uniformed Code of Military Justice, or a Retiree experiencing a major financial crisis may be enough to cause the person at risk to consider suicide as a "solution."

These situations can quickly escalate in severity if more than one type of loss applies. If we take the time to stay involved in one another's lives, we may be able to address these difficult situations before they reach the point that suicide appears to be a viable option to those at risk.

Visible clues often take the form of a noticeable change in a person's behavior, mood or appearance. They may also manifest in the person no longer enjoying things that used to bring them great pleasure.

Someone who is typically the center of attention but is now withdrawn, perhaps even spending a lot of time alone, could be at risk.

Those at risk may make comments such as "I don't want to live anymore," or "You won't have to be concerned about me much longer."

(Editor's note: David M. Ramsey is a psychology technician at General Leonard Wood Army Community Hospital)



Pets, Prescriptions, Eyes, and Information

The Veterinary Treatment Facility is available for pet appointments and vaccinations. If you need to board your pet during a vacation, your pet may need a kennel cough vaccination as well as pet sick call. Please give us a call at 573-596-0094 to make an appointment on Mondays, Wednesdays and Fridays from 8:30 a.m. to 3:30 p.m., and some Tuesday afternoons from 1-3.

Prescriptions for Hydrocodone will be available only in a 30 day supply as of Monday, Oct. 6. Prescriptions cannot be called in or faxed. Please call 596-0515 if you have questions. Thank you and we're very sorry for this inconvenience.

Optometry Clinic services are open to all enrollees (active duty, family members, retirees, and their family members) can be seen for appointments in the Optometry clinic at the hospital. Book online, call (573) 596-0048, or call the TRICARE appointment line for an appointment!

Stories to watch for in December:

- Provider Spotlight
- Global Health
- Year in Military Health
- Nat'l Influenza Vaccination Week

ENTEROVIRUS D68 FACT SHEET

***What are the symptoms of EV-D68 infection?**

EV-D68 can cause mild to severe respiratory illness. *Mild symptoms may include: fever, runny nose, sneezing, cough, and body and muscle aches. Severe symptoms may include: wheezing and breathing difficulty.*

***How does the virus spread?**

Since EV-D68 causes respiratory illness, the virus can be found in an infected person's respiratory secretions, such as saliva, nasal mucus, or sputum. *EV-D68 likely spreads from person to person when an infected person coughs, sneezes, or touches contaminated surfaces.*

Who is at risk?

Children with underlying asthma are most susceptible to severe EV-D68 illness; parents should seek immediate medical help if children with asthma experience severe symptoms that do not improve as expected from asthma medications.

*Courtesy of CDC.org
http://www.cdc.gov/non-polio-enterovirus/about/EV-D68.html

Keep Your Child from Getting and Spreading ENTEROVIRUS D68

- Avoid close contact with sick people
- Cover your coughs & sneezes
- Wash your hands often
- Clean & disinfect surfaces
- Avoid touching your face with unwashed hands
- Stay home when you're sick

CDC
www.cdc.gov/non-polio-enterovirus/EV68/

There are no confirmed cases of EV-D68 at General Leonard Wood Army Community Hospital at this time. GLWACH remains ready to take exceptional care of any patients who may contract EV-D68.



Have you received your Flu vaccine?

The Post Immunization Team is scheduling dates and times for all active duty units throughout the installation and DOD requires that 90 percent of active duty military receive flu vaccinations by Dec. 15.

"Although we are getting a later start than normal this year, we do not see any reason not to reach the 90 percent mark," said Bruce Russell, GLWACH public health administrative officer. "If your unit has not been contacted by the Post Immunization Team, please call them at 573-596-1682."

Active Duty Soldiers who miss their units' scheduled immunization appointments are encouraged to coordinate and receive the vaccination with another unit in their command. Soldiers who are unable to receive their vaccination with another unit may contact the Post Immunization Team to coordinate a date and time to receive it at the 43rd Reception Battalion, Russell said.

GLWACH beneficiaries enrolled at both the hospital and the Ozark Family-Centered Medical Home clinic are asked to receive the flu vaccination at their respective facilities. Both facilities will offer vaccinations from 8 a.m. and 4 p.m., Monday through Friday, except Thursdays when vaccinations will be available from 7:30 a.m. to noon.

DoD civilian employees are authorized to receive the flu vaccination with active duty personnel according to their units' vaccination schedule.

Contractors are not authorized to receive flu vaccines from Fort Leonard Wood supplies unless they are also TRICARE beneficiaries.

It is not necessary to bring medical records to receive the flu vaccination as documentation is done electronically.

To reduce the spread of flu, wash your hands frequently with soap and water for at least 15-20 seconds each time. If soap and water are not available, use an alcohol-based hand sanitizer.

Hand sanitizers are not meant to permanently replace traditional hand washing, which is still the best way to prevent spread of illness. You should also cover your nose/mouth when sneezing or coughing as well as avoid touching your eyes, nose, and mouth when you are sick.

Avoid close contact with sick people or sharing glasses and eating utensils.

These actions also prevent the spread of other respiratory illnesses like the common cold.

However, the absolute best way to prevent the flu is to get vaccinated (receive a flu shot). It is important that all questions be answered honestly during the screening process conducted before the flu vaccination.

This is extremely important for those with allergies, current illnesses, chronic medical conditions or past adverse vaccination reactions.

For more information about flu season, please visit the CDC website or speak to your primary care manager, or talk to an Army Public Health Nurse at the Community Health Resource Center at 573.596.0518.

Need face-to-face help?

Reps available FTF on the 2nd and last Tuesdays of each month!



UnitedHealthcare®
MILITARY & VETERANS



Get face-to-face answers!

*Talk to a TRICARE and United Healthcare
Beneficiary Services & Education Representative
at either of these two monthly Fort Leonard
Wood community forums open to everyone:*



- **2nd Tuesday of each month—"Healthcare Consortium"** town-hall-type meeting held at the General Leonard Wood Army Community Hospital's MEDDAC Classroom at 2:30 p.m.
- **Last Tuesday of each month—"Woodworks"** town-hall-type meeting held at the Fort Leonard Wood USO at 10:30 a.m.



TRICARE and UHC representatives look forward to making themselves available to beneficiaries and potential enrollees to answer your questions and provide education about how to use online resources.

The TRICARE/UHC representative also provides the following periodic briefings on Fort Leonard Wood:

- **Community Newcomers Brief**, held the 2nd Thursday each month at the main chapel
- **Daily in processing briefs** at building 470 for in processing personnel
- **Quarterly briefs for the Marine Corps and Navy**
- **Air Force briefs as needed**
- **Also briefs active and reserve students at the Engineer, MP and CBRN school houses**



Get healthier today with the Performance Triad!

Health is personal and each of us defines it in our own way. Health is more than the absence of illness, and achieving better health means taking a proactive approach to your well-being. This includes regular activity, good nutrition and quality sleep. Combined, these elements make up the Army Performance Triad and can apply to everyone.



What does health look like to you? Share your thoughts at <http://armymedicine.mil>.



Health is more than meets the eye:

- 8 is great! Current Army guidance is 7-8 hours of sleep per 24-hour period for effective performance. The first step to getting a full night's sleep is to maintain a consistent, regular routine.
- 10,000 steps per day and regular exercise (at least 150 minutes per week) that fits your lifestyle.
- 8 is great! Eat 8 servings of fruits and vegetables a day. Healthy nutrition and nutrient-rich food choices support muscle growth, recovery, tissue repair, proper immune function, and they improve mental and physical performance.

Resources for Health:

The Army's System for Health is a partnership among Soldiers, families, retirees, leaders, health teams and communities.

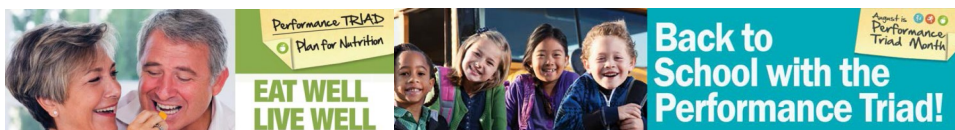
Use Performance Triad resources to support healthy activity, nutrition and sleep. Learn more about Army Medicine and the Performance Triad at: <http://armymedicine.mil>.

Visit this Army Wellness Center link for more information: <http://tricare.mil/mtf/>.

Access Electronic Resources and Connect with Online Communities:

- ArmyFit: <https://armyfit.army.mil>
- Comprehensive Soldier & Family Fitness <http://csf2.army.mil/>
- Visit USDA's MyPlate Super Tracker <http://supertracker.usda.gov>

We're here to help! Contact your Primary Care Team and the hospital Nutrition Care Division for more information!



Winter weather appointment policy and guidelines

General Leonard Wood Army Community Hospital follows Fort Leonard Wood in weather guidance and will close outpatient clinical services whenever access to the base is restricted by reporting delays or early releases of employees.

Despite adverse weather conditions, hospital emergency and inpatient services are always open to provide health care.

Closure decisions are made based on safety. We ask that patients consider clinic delays or closures before departing for appointments when the weather and/or road conditions are poor.

1. Patients should take the following steps during potentially inclement weather: Confirm whether the hospital is open or experiencing clinic delays or closures.
 - Check the installation Snow and Ice Removal Report (SNAIR) automated line at 563-4141 or visit the installation website at <http://www.wood.army.mil/snair/snair.pdf> to read the current SNAIR report. The SNAIR report is intended to inform the public of installation roadway conditions and closures during inclement weather.
 - Check the hospital Facebook page for new announcements often at: <http://www.Facebook.com/GLWACH>.
 - Local radio or TV stations typically maintain up-to-date information on our closures. Check the SNAIR report for a current list of these stations.
 - Contact the hospital appointment line at (573) 596-1490 or (866) 299-4234 and listen to the opening announcement which will advise of any clinic closures or delayed starts.
2. Support the rescheduling policy.



In the event clinic delays or closures, the hospital will work diligently to ensure timely access to care as follows:

- Delays in the daily opening of clinics: Patients will be contacted to reschedule appointments. If care is urgently needed (same day) patients may call the appointment line to coordinate an urgent visit.
 - Early Closure: Patients will be contacted to reschedule at earliest possible time. If urgent care is needed, call the appointment line to see if acute capability is available. Patients already at the clinic or hospital should check-in with the head nurse to ensure care needs are met or coordinated.
 - All day closure: Patients will be contacted to reschedule at the earliest possible time. If care is urgently needed, patients may contact the appointment line to see if acute capability will be available that day. Patients with emergent needs may report to the Emergency Department.
 - Emergency Room services are always available here.
3. Provide feedback and engage.

General Leonard Wood Army Community Hospital is committed to providing beneficiaries access to care and will give priority assignment to all patients' appointments affected by weather closure.

- This policy, however, doesn't meet all needs all the time, and active patient participation is a necessary part of successful health care.
- Patients are encouraged to use the 24/7 information services listed above to heighten situational awareness and plan ahead.
- If you experience unique needs, engage and communicate.

For more information, contact the Clinical Support Division at usarmy.leonardwood.medcom-glwhac.list.csd@mail.mil or at (573) 596-0727 or 596-0451.



WCM Community Resource Expo at USO

By John Brooks, General Leonard Wood Army Community Hospital



FORT LEONARD WOOD, Mo. -- A Community Resource Expo was held for Warriors assigned to the Warrior Transition Unit here Nov. 6 at the Fort Leonard Wood USO.

The Expo, one of a series of events held for these warriors throughout Warrior Care Month, offered the opportunity to learn about services and organizations interested in helping Soldiers recover, recondition, reintegrate, and enjoy life.

Representatives from a variety of organizations got to show their patriotic and personal appreciation, and Soldiers got a chance to have fun and make new friends.

"We're here to help the Warrior Transition Unit and show Soldiers that there are things out there in the community that might be of interest to them," said Bob Stormer, president of a local muzzleloader and mountain man skills organization.

"If they're interested in this, we'll set them up and let them experience all of this rather than just show them what we do," Stormer said.

Stormer stood behind a long table with hand-made knives and tomahawks, leather sheathes and pouches, moccasins, trapper-style hats, muzzleloader rifles, and powder horns on display.

"Any kind of shooting accoutrement, we've got somebody who makes most of it," Stormer said.

Several recovery-oriented Soldier and athlete support associations were present at the expo, ready to discuss what their organizations can do to help Warriors assigned to the WTU.

A Paralympic sport club from the Saint Louis area brought some adaptive sports equipment for display, demonstration, and for attendees to try.

A shiny-orange "recumbent" bicycle attracted the attention of event attendees.

"It's just like a bike except you peddle it with your hands. For those who have lost lower limbs and hands; we have an adaptive quadriplegic grip," said Kimi Peterson, Disabled Athlete Sports Association founder and fitness manager.

Many people representing organizations at the event had strong ties and feelings that motivate them to reach out and help wounded, ill, or injured Soldiers.

"Both of my grandpas were veterans," explained Jen Hefner, an intern with DASA, as she stood surrounded by sports-oriented wheelchairs, equipment, and low, elongated and uniquely different recumbent bicycles built for specific riders.

"I'm in occupational therapy school and I decided to do part of my professional rotation with DASA because I wanted to step away from the traditional hospitals and clinics and have a little fun," Hefner said.

"I appreciate the support and this is a great program and a great opportunity," said Joshua Palmer, a newly assigned Soldier at the WTU here.

Combat quilting is not a skill taught in the Army, but practicing and mastering most any skill can be rewarding and enjoyable.

"We want Soldiers to discover these skills in themselves. They, in turn, can teach us some things as well," said Elisabeth Duplissie, president of Gone to Pieces Quilt Guild. "It's a mutual kind of thing--it's symbiotic--they help us, we help them."

Across the Department of the Army, weekly subthemes are observed throughout November celebrating the Army's commitment to its wounded, ill, and injured Soldiers, their Families, as well as Veterans by supporting and encouraging them to show their strength through Recovery, Reconditioning, Reintegration and by Remaining Strong.

The theme for this year's Warrior Care Month observance is Show of Strength.

(Editor's note: John Brooks is the Marketing and Public Affairs Officer at General Leonard Wood Army Community Hospital)



Nurse Advice Line: urgent care questions

By John Brooks, General Leonard Wood Army Community Hospital



Sometimes it's difficult to know if and when to seek medical help for acute health problems, so having professional help at a moment's notice is invaluable.

The Military Health System's new Nurse Advice Line for TRICARE beneficiaries does just that.

There will always be a live-person on the NAL to address beneficiary concerns.

The NAL is a team of registered nurses available to answer a variety of urgent healthcare questions. They can help you decide whether self-care is the best option, or if it is better to see a healthcare provider.

TRICARE beneficiaries in the continental United States, Alaska and Hawaii will have the NAL available toll-free 24/7, just like it's now available here at the General Leonard Wood Army Community Hospital.

This Military Treatment Facility was selected as one of only two NAL pilot sites.

As a NAL pilot site, we want and need your questions, comments and suggestions. By filling out an NAL Interactive Customer Evaluation comment card, your participation will help identify best practices before NAL is fielded to all of Army Medicine.

Visit our hospital's homepage at <http://glwach.amedd.army.mil/> and click on the text below the NAL graphic to get there without typing that long internet address manually.

The NAL offers a variety of solutions for all TRICARE beneficiaries.

For pediatric issues, the NAL routes the beneficiary to a pediatric nurse. If follow-up is necessary or requested, the NAL will call the beneficiary back to check the child's status a few hours later.

Beneficiaries with an acute healthcare concern or question are connected with a registered nurse who asks a series of standard questions to determine the next steps and allow the NAL nurse to provide the best advice possible.

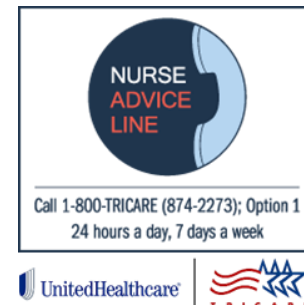
When calling the NAL, a customer service representative will verify the beneficiary's eligibility through the Defense Enrollment and Eligibility Reporting System (DEERS).

Check <http://www.facebook.com/glwach> for new NAL news and developments, and for other recent and upcoming hospital news and information.

Beneficiaries can always use TRICARE Online's customer service options at <http://www.tricareonline.com> to book an appointment exclusively with their primary care manager team using "Calendar View," use the convenient online prescription refill option there, and use Secure Messaging to contact their PCM or clinic.

The NAL is now another new option for beneficiaries to access the care they need, when they need it, and from a real person (registered nurses).

Some other ways patients can get information and answers, now that TRICARE has transitioned from walk-in service centers to online services, include calling the regular hospital appointment line to make an appointment at 1-866-299-4234, calling the Western Region United Healthcare toll-free phone number at 1-877-988-WEST (1-877-988-9378), or visiting with our patient representative, located in room 123 next to the hospital's main bank of elevators.





Where can you find hospital news and info?

facebook.com/GLWACH

Facebook!

Facebook remains the best place to find recent hospital news and information—all in one place—simply because it can display all types of products (video, text, audio, photos and graphics).

Hospital website:

Visit <http://glwach.amedd.army.mil> (A new website template is now in development to update our website and make information easier to find).

Newspaper:

Check The Guidon and other local newspapers for our locally written articles.

Radio:

Several timely topic discussions are broadcast each month on 1390 AM, 97.9 FM and 102.3 FM.

Video Loop:

Our hospital video loop can be seen in our waiting rooms, at the Maneuver Support Center of Excellence, on the installation's internal cable channel 59, and video segments are also on our Facebook page.

Ambassador Program:

Army Medicine's new Ambassador Program identifies Army Medicine Subject Matter Experts here who possess a unique knowledge and desire to share their expertise with others.

If you'd like an Army Medicine SME—an "Ambassador"—to speak to a group you represent, please contact John Brooks, hospital Ambassador Program manager, at 573-596-0131, ext. 6-9632 or via email at john.d.brooks12.civ@mail.mil.



Hospital Ambassador Program!

Hospital Subject Matter Experts are now available to speak to your organization!

Army Medicine's new Ambassador Program identifies Army Medicine Subject Matter Experts here who possess a unique knowledge and desire to share their expertise with others.



Would you like someone from the Pharmacy to come explain the different ways to receive prescription medications—what services they now offer and how to use them, find out which way is most convenient for you—or which is least expensive? We are happy to come visit your group just to answer questions too.

How about using TRICARE Online? We can come explain and show you how easy it is to use TOL, the RelayHealth website, the Nurse Advice Line (NAL), other hospital procedures and policies—and we're always open to your suggestions and feedback!

If you'd like an Army Medicine SME—an "Ambassador"—to speak to a group you represent, please contact John Brooks, hospital Ambassador Program manager, at 573-596-0131, ext. 6-9632 or via email at john.d.brooks12.civ@mail.mil.



WCM Community Resource Expo at USO

Photos by John Brooks, General Leonard Wood Army Community Hospital





Practice good sleep hygiene

By Barbara Welch, General Leonard Wood Army Community Hospital



Is this as good as my sleep is ever going to be?

This is a question many Americans are asking.

Nowadays, millions of Americans suffer from insomnia.

According to the National Center for Sleep Disorders Research at the National Institutes of Health, 30 to 40 percent of adults say they have experienced some symptoms of insomnia within a given year, and about 10 to 15 percent say they have chronic insomnia.

Among active duty military who deal with deployments, shift changes on the job, field assignments, being a Drill, etc., that percentage goes up.

In a recent Madigan Healthcare System study, more than 58 percent of the participating active duty Soldiers in the study were identified with symptoms of insomnia.

Insomnia, which is Latin for "no sleep," is the inability to fall asleep or remain asleep.

"Insomnia" is a term also used to describe the condition of waking up not feeling restored or refreshed.

The lack of a good night's sleep may lead to elevated blood pressure and pulse, increased cortisol and adrenaline production, impaired memory, increased irritability, impaired judgment, increased pain and negative impact on meeting mission goals.

Therefore, getting sleep back on track needs to be a vital personal health goal.

First, it is important to understand some of the factors that may lead to insomnia.

Such factors may include:

- arousal level at bed time
- feeling wired but tired
- worry
- a bedmate who has sleep problems
- pets that disturb sleep

Poor sleep hygiene may include:

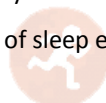
- excessive time spent awake in bed
- irregular sleep schedule
- napping
- feeling pressured to go to sleep
- worry over sleep loss
- unrealistic expectations about sleep

Insomnia can even be a symptom of other medical problems such as depression, anxiety, pain or substance abuse.

There are a few things to keep in mind for a good night's sleep--the way it use to be when you were younger.

Sleep only as much as needed to feel refreshed the following day.

Sleep experts say that most healthy adults require 7 to 8 hours of sleep each night.



What does it mean to "enroll" at GLWACH?

Change to an MTF PCM for cutting edge health care



TRICARE Prime enrollment has dramatically increased over the last year, leaving only about half of the TRICARE Prime vacancies previously available – and fewer than 250 TRICARE Plus vacancies for those aged 65 and over.

Our steadily increasing enrollment is attributed to lower cost, increased customer service, increased continuity of care, advances in cutting-edge technology, and many facility improvements. We provide a stable environment that attracts civilian physicians who want to practice medicine instead of running a business. And civilian physicians don't PCS.



If you're still out there with a network Primary Care Manager, using more expensive network services and paying appointment visit and prescription co-pays, now is the time to come back and "enroll." We have PCMs available at General Leonard Wood Army Community Hospital and at the Ozark Family-Centered Medical Home satellite clinic, located off post in Saint Robert.

"System for Health" – Change is good – very good!

The Army's new "System for Health" is clearly working here, and is responsible for handing us the key to caring: a new patient-centered, team-based environment which allows us to focus on you, the customer.

The System for Health allows Care Manager Team members to truly care for those they serve – and in more personal ways. Physically helping and guiding patients. This is how staff members originally imagined themselves performing the duties of their chosen field of health care – by caring for them!

That's right--your PCM Team members chose to work in health care because they care about you! The System for Health and "Patient-Centered Medical Home" concepts facilitate and translate into warm patient handoffs, and team-based, patient-centered care. Comfortable, effective customer service!

"PCMH" – why PCMH is important TO YOU:

The Patient Centered Medical Home care model combines the conveniences you want with the Primary Care Manager Team continuity you need. PCMH is "patient-centered," as the term implies, but also "team-based."

Each patient partners with their team of healthcare providers – physicians, nurses, behavioral health professionals, pharmacists and others – to develop a comprehensive, personal healthcare plan.

Team-oriented, individual delivery of prevention screening and services, and a more personal management of chronic conditions, promotes communication and a new spirit of health, wellness and trust.

There are new, easy and convenient ways to make appointments and communicate with your PCM Team.

We now provide over 92 percent PCM continuity of care—and you can see when your PCM is available and choose 100 percent continuity of care and by booking an appointment exclusively with your PCM online! Additionally, your PCM Team members are there to provide increased continuity of care if you've booked with another PCM. That's PCMH in a nutshell.

Visit <http://tricareonline.com> or <https://app.relayhealth.com> to start using the new, convenient online capabilities now available. If you're having difficulties with online services, get your questions answered face-to-face.



Warriors at WTU focus on education

By John Brooks, General Leonard Wood Army Community Hospital



FORT LEONARD WOOD, Mo. -- A Career Education Readiness Expo was held for Warriors assigned to the Warrior Transition Unit here Nov. 6 during Warrior Care Month on Fort Leonard Wood.

The Expo offered both Soldiers and local organizations the opportunity to mutually benefit through the exchange of support.

Representatives from college branch offices located in the Fort Leonard Wood area were on hand to help Soldiers secure continuing civilian education by offering their knowledge and experience to get the most out of Soldier education funds.

Bridging the gap from education to employment for veterans at the expo was the Missouri Career Center, which is located in building 470 and online at <http://jobs.mo.gov>.



Sgt. 1st Class Signe West, platoon sergeant at the WTU here, talks with retired Military Policeman Michael Siegel, director of the Fort Leonard Wood campus of Columbia College. West, just weeks from Active Duty retirement, is an advocate of continuing education not only for herself, but for her Soldiers. "Between the local college campuses and the Education Center, my Soldiers shouldn't have a worry in the world," West said.

"We help veterans overcome barriers to employment," said Joan Dupre, work force development specialist and disabled veteran outreach specialist. Some barriers include getting resumes ready, help with job interviewing skills, and improving computer skills, Dupre said.

The Missouri Career Center also helps Soldiers with on-the-job training and can even cover 50 percent of their training wages in certain circumstances. A low income OJT program helps pay for training or other things Soldiers may need such as help with utility bills, Dupre said.

The U.S. Forestry Service was there to promote continuing education and career advancement through training conducted here in Missouri for internship candidates.

"Any of the jobs that we are doing internships on-- Natural resource assistance, someone who might be assisting under a botanist, under an engineer, trails, wildlife--that type of thing," said Jean Mobley, U.S. Forestry Service manpower development specialist.

Soldiers can receive a living allowance, an education award upon successful completion of training, and a certificate that they can use for 120 days that puts them in a separate pool of candidates who compete only against others in non-competitive hiring status, Mobley said.

Successful intern positions can lead to a variety of U.S. Forestry Service jobs throughout Missouri and nationwide, Mobley said.

The Expo was held at the Soldier and Family Assistance Center, which is physically located within the WTU campus, adjacent to the General Leonard Wood Army Community hospital.

Across the Department of the Army, weekly subthemes are observed throughout November celebrating the Army's commitment to its wounded, ill, and injured Soldiers, their Families, as well as Veterans by supporting and encouraging them to show their strength through Recovery, Reconditioning, Reintegration and by Remaining Strong.

The theme for this year's Warrior Care Month observance is Show of Strength.

(Editor's note: John Brooks is the Marketing and Public Affairs Officer at General Leonard Wood Army Community Hospital)



Practice good sleep hygiene...continued!

By Barbara Welch, General Leonard Wood Army Community Hospital



In the early 1900's, adults averaged 9 hours of sleep per night.

If you are a person who functions well with 6 to 7 hours of sound sleep, make sure your schedule allows for that. If you need 8 to 9 hours of sleep to feel refreshed, plan for that amount. You, your co-workers and your family will all benefit if you get enough sleep.

Maintain a regular sleep schedule. Wake up at the same time throughout the week, to include days off.

The weekend is when many make the fatal mistake of "catching up" on lost sleep. However, by doing so, come Sunday night there is no biological need to fall asleep after having achieved several extra hours of sleep over the weekend.

So, what happens then? The cycle restarts with only a few hours of sleep before Monday morning, and another week begins with a continued need for more sleep.

Your bedroom setup is another important factor to consider. It should be comfortable and free of light and noise.

Most people also sleep best in a cool room.

Do not watch TV in bed or use other electronics. Don't use bedtime for future planning or reviewing the past.

Only one thing should be going on at bedtime. If you're not having sex, you should be sound asleep or at least in the light beginning stages of falling asleep.

Don't go to bed until you are sleepy. There is a difference between feeling tired and feeling sleepy. Becoming aware of that difference will improve your sleep.

We do well with routine. Develop a 30-minute pre-sleep routine with the lights turned down low. Having a routine tells the body to start preparing itself for sleep, and the reduced light aids in the production of sleep inducing chemicals in the body.

Regular exercise is essential for a good night's sleep but do not do strenuous exercise within three hours prior to bedtime.

Eating and drinking close to bedtime can interfere with sleep as well. But a light snack that contains calcium may help you fall asleep.

Avoid excessive liquids in the evening, especially alcohol which interferes with the deeper and restorative stages of sleep, leaving a feeling of not being well-rested the next morning.

There are a variety of other resources to aid in getting a good night sleep. Smart phone apps can aid in tracking sleep patterns and offer suggestions to improve sleep. Books on insomnia can aid in obtaining more detailed information on how to get a good night's sleep.

For more information, call General Leonard Wood Army Community Hospital's Behavior Health Service Line at 573-596-0522 or 506-1705. Patients may also request their Primary Care Manager submit a consult to BHSL.

(Editor's Note: Barbara Welch is a Clinical Social Worker in the Behavioral Health Department at General Leonard Wood Army Community Hospital)